



## Presentation to the 2011 Health and Human Services Joint Appropriation Subcommittee

### TECHNOLOGY SERVICES DIVISION

Department of Public Health and Human Services  
Legislative Fiscal Division Budget Analysis, Volume 4 Section B, Page B-132 – B-141

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#### OVERVIEW

Across Montana, when people go to their local Office of Public Assistance to apply for Department programs the OPA staff uses desktop computers to enter client information into eligibility systems that process this information and determine eligibility. Montanans eligible for DPHHS programs receive eligibility cards, benefits, and health information processed and created on computers. Health and Human Service providers receive their payments processed through payment systems. All of these are supported by the Technology Services Division.

TSD is moving toward the next generation of DPHHS IT systems, which will support the Director's initiative to operate the Department as an "enterprise", rather than a collection of unrelated programs and services. At this time, DPHHS is replacing several of our largest systems that have reached end-of life. They are monolithic in nature and difficult and expensive to maintain. With these new systems, programs will collaborate and cooperate with each other in meeting the needs of Montanans. The next generation of DPHHS systems will create a seamless experience for Montanans accessing more than one of the Department's programs. These systems will improve the quality, integrity, and reliability of data used to administer the Department's programs and provide benefits to customers.

## **SUMMARY OF MAJOR FUNCTIONS**

Montanans needing DPHHS services to improve their lives, health or self sufficiency access these services through the use of IT managed and supported by the Technology Services Division. Well managed IT resources create efficient, timely and accurate service delivery.

The major functions of the TSD are:

- IT project management
- System development
- Database administration
- Data center hosting
- Computer helpdesk
- Network administration
- Coordination with the State's central IT organization

## **HIGHLIGHTS AND ACCOMPLISHMENTS DURING THE 2011 BIENNIUM:**

### **SERVICE DELIVERY INITIATIVES**

#### **MONTANA CONNECTS**

Whether at home or in the library, Montanans are now able to apply for Medicaid, SNAP, TANF and Healthy Montana Kids from anywhere using the internet. This online application (implemented December 8, 2010) makes DPHHS services more easily accessible to Montanans across the state. Within four hours of implementation DPHHS received its first online application and in its first two weeks of operation 31 Montanans applied for DPHHS services online.

#### **CHIMES-MEDICAID**

More than 100,000 Montanans now rely on this system for access to Medicaid benefits. The new CHIMES-Medicaid system (implemented on October 1, 2010) has increased the accuracy, consistency and efficiency of determining Medicaid eligibility. CHIMES-Medicaid has facilitated the enrollment of nearly 20,000 additional Montanans in the Medicaid and HMK Plus programs.

#### **PRESUMPTIVE ELIGIBILITY**

DPHHS implemented presumptive eligibility for the Healthy Montana Kids program. While waiting for full eligibility determination, presumptive eligibility allows children who meet minimal requirements to receive needed health care with the presumption that when the full eligibility is determined, they will meet eligibility requirements. This allows children to receive needed health care without delay and assures the provider of payment.

#### **CHIMES-SNAP AND CHIMES-TANF NEW SYSTEM DEVELOPMENT**

One in eight Montanans receives economic assistance through the Supplemental Nutrition Assistance Program and Temporary Assistance for Needy Families. The systems used to provide these benefits are being replaced with modern systems that will stand alongside CHIMES-Medicaid to streamline and coordinate SNAP, TANF, Medicaid, and HMK eligibility determination.

## **MMIS NEW SYSTEM DEVELOPMENT**

More than 100,000 Montanans receive medical care under the state's Medicaid program. The current system, more than 30 years old, will be replaced with a modern system capable of adapting to the changing landscape of national healthcare. A new Medicaid Management Information System will improve provider services and payment processing with flexibility for new health plans, federal and state reporting, quality of care analysis, and greater fraud detection.

## **ENERGY AND COST SAVING INITIATIVES**

### **COLLABORATION TOOLS**

Every day, DPHHS serves Montanans from offices across the state. To reduce travel, expand our reach and improve service coordination, DPHHS has implemented SharePoint and WebEx. These tools allow DPHHS staff to more easily collaborate to better serve Montanans. With the use of SharePoint and WebEx travel to meetings has been decreased. It is estimated that DPHHS saved approximately \$297,000 total funds (estimated \$151,000 GF) in SFY 2010.

### **VIRTUALIZATION**

Serving an increasing number of Montanans during the economic downturn while saving energy and equipment costs can be a challenging objective. DPHHS has accomplished this by consolidating computing power into less physical machines through the use of a modern IT technique called virtualization. With virtualization DPHHS avoided purchasing 26 physical servers. The cost savings in hardware and licensing alone has been approximately \$100,000.

### **MIDIS (formerly NBS)**

On August 27, 2010 DPHHS leveraged its in-house technical capacity by transferring the disease surveillance system to be hosted in-house, saving nearly \$200,000 per year in hosting fees. This system is now known as MIDIS (Montana Infectious Disease Information System) and facilitates the tracking of diseases in the State as well as transferring case notification data to the Centers for Disease Control (CDC).

## **2011 Biennium Goals and Objectives**

<b>Department of Public Health and Human Services Technology Services Division</b>	
<b>Goals and Objectives for the 2011 Biennium Submitted September 1, 2010</b>	
<b>Goal:</b> Use information technology to support and enhance DPHHS program service delivery and increase efficiencies.	
<b>Objective</b>	<b>Measures</b>
<ul style="list-style-type: none"><li>Develop, maintain and enhance DPHHS IT systems to meet changing business needs and policies at</li></ul>	Objectives will be measured by monitoring and reporting (Biennial Report to the IT Plan) progress and accomplishments against the goals and objectives outlined in DPHHS' Agency IT Plan. This plan is filed on a biennial basis with the State CIO and is a statutory requirement.

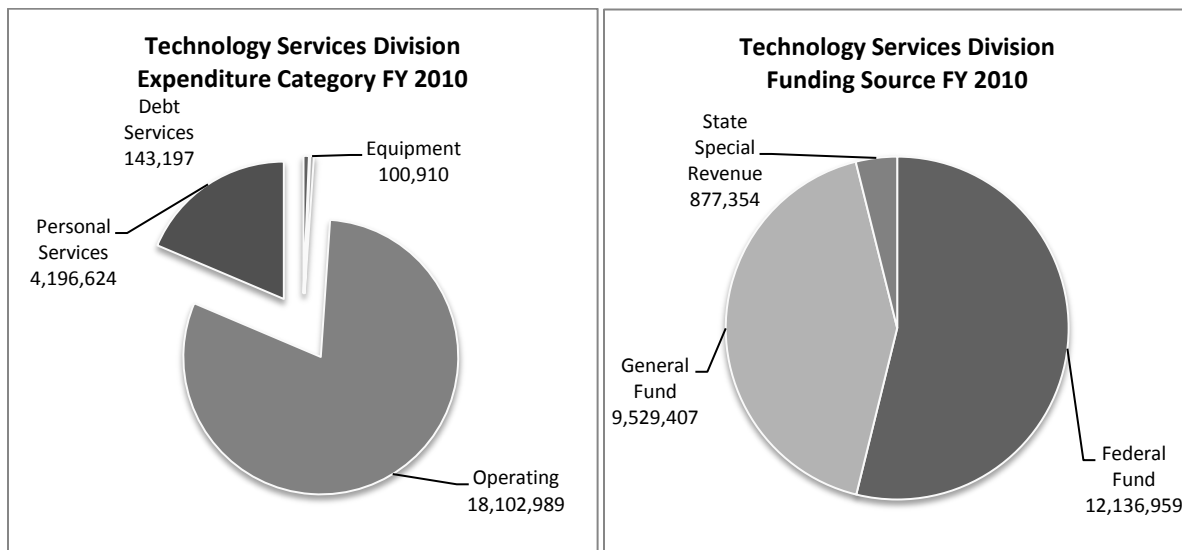
<p>the State and federal levels.</p> <ul style="list-style-type: none"> <li>• Plan to replace legacy systems that have reached end-of-life.</li> <li>• Implement electronic records management at the enterprise level</li> <li>• Department Systems will be designed to allow for GIS functionality.</li> <li>• Expand use of collaboration tools (WebEx, SharePoint) Department-wide in support of programs and projects.</li> <li>• Expand eGovernment Services.</li> </ul>	
<p><b>Goal:</b> Ensure that information technology resources are efficient, responsive, cost-effective and available when needed.</p>	
Objective	Measures
<ul style="list-style-type: none"> <li>• Install, maintain and enhance servers, databases, networks, and personal computers.</li> <li>• Develop a continuity of operations plan (COOP).</li> <li>• Build system redundancy</li> <li>• Hire, train and retain a skilled IT workforce at appropriate levels</li> <li>• Increase energy efficiency of IT infrastructure.</li> <li>• Continue to create project management tools and templates</li> </ul>	<p>Objectives will be measured by monitoring and reporting (Biennial Report to the IT Plan) progress and accomplishments against the goals and objectives outlined in DPHHS' Agency IT Plan. This plan is filed on a biennial basis with the State CIO and is a statutory requirement.</p>

to be used across the Divisions.	
<b>Goal:</b> Implement common business functions across the Department via an Enterprise Architecture.	
<b>Objective</b>	<b>Measures</b>
<ul style="list-style-type: none"> <li>• Implement new systems within Service Oriented Architecture.</li> <li>• Implement an Enterprise Service Bus.</li> <li>• Implement Decision Support Systems</li> </ul>	Objectives will be measured by monitoring and reporting (Biennial Report to the IT Plan) progress and accomplishments against the goals and objectives outlined in DPHHS' Agency IT Plan. This plan is filed on a biennial basis with the State CIO and is a statutory requirement.
<b>Goal:</b> Develop and Implement a National Institutes of Standards and Technology (NIST) Based Security Program.	
<b>Objective</b>	<b>Measures</b>
<ul style="list-style-type: none"> <li>• Ensure security of DPHHS data</li> <li>• Ensure privacy of DPHHS systems</li> <li>• Ensure availability of DPHHS data</li> <li>• Ensure integrity of DPHHS data</li> </ul>	Objectives will be measured by monitoring and reporting (Biennial Report to the IT Plan) progress and accomplishments against the goals and objectives outlined in DPHHS' Agency IT Plan. This plan is filed on a biennial basis with the State CIO and is a statutory requirement.

## FUNDING AND FTE INFORMATION

Division Name	2010 Actual Expenditures	FY 2012 Request	FY 2013 Request
FTE	56.10	56.10	56.10
Personal Services	4,196,624	3,937,809	3,936,203
Operating	18,102,989	18,263,483	18,998,317
Equipment	100,910	100,910	100,910
Grants	0	0	0
Benefits & Claims	0	0	0
Debt Services	143,197	143,197	143,197
Total Request	<b>22,543,720</b>	<b>22,445,399</b>	<b>23,178,627</b>
General Fund	9,529,407	8,836,512	9,189,003
State Special Fund	877,354	1,098,906	1,105,411
Federal Fund	12,136,959	12,509,981	12,884,213
Total Request	<b>22,543,720</b>	<b>22,445,399</b>	<b>23,178,627</b>

### THE FOLLOWING FIGURES PROVIDE FUNDING AND EXPENDITURE INFORMATION FOR FY 2010 FOR THE TECHNOLOGY SERVICES DIVISION



## **DECISION PACKAGES (SEE LFD BUDGET ANALYSIS, PAGES B-139 – B-141)**

### **NP 55409 – 4% Personal Services GF Reduction**

- Calculated based on 4% of the anticipated general fund budgeted for personal services.
- This decision package reduces the general fund base budget by \$78,930 over the biennium.
- LFD Budget Analysis page B-141

<b>Fiscal Year</b>	<b>General Fund</b>	<b>State Special</b>	<b>Federal Funds</b>	<b>Total Request</b>
FY 2012	<b>\$-39,465</b>	\$	\$	<b>\$-39,465</b>
FY2013	<b>\$-39,465</b>	\$	\$	<b>\$-39,465</b>
Biennium Total	<b>\$-78,930</b>	\$	\$	<b>\$-78,930</b>

### **PL 55141 – Operations Reduction**

- TSD will make operations reductions through efficiencies in areas of travel, conferences, supplies, newspaper ads, cell phone use, postage, and contracting.
- This amount represents the 5% budget reduction per 17-7-140 that is above the amount removed from the base FY10 expenditure level.
- This decision package reduces the general fund base budget by \$35,035 over the biennium.
- LFD Budget Analysis page B-140

<b>Fiscal Year</b>	<b>General Fund</b>	<b>State Special</b>	<b>Federal Funds</b>	<b>Total Request</b>
FY 2012	<b>\$-17,518</b>	\$	\$	<b>\$-17,518</b>
FY2013	<b>\$-17,518</b>	\$	\$	<b>\$-17,518</b>
Biennium Total	<b>\$-35,036</b>	\$	\$	<b>\$-35,036</b>

### **PL 55142 – Systems Reductions M&E**

- TSD will make reductions through efficiencies in areas of travel, conferences, supplies, newspaper ads, cell phone use, postage, and contracting.
- This amount represents the 5% budget reduction per 17-7-140 that is above the amount removed from the base FY10 expenditure level.
- This decision package reduces the general fund base budget by \$80,736 over the biennium.
- LFD Budget Analysis page B-140

<b>Fiscal Year</b>	<b>General Fund</b>	<b>State Special</b>	<b>Federal Funds</b>	<b>Total Request</b>
FY 2012	<b>\$-40,368</b>	\$	\$	<b>\$-40,368</b>
FY2013	<b>\$-40,368</b>	\$	\$	<b>\$-40,368</b>
Biennium Total	<b>\$-80,736</b>	\$	\$	<b>\$-80,736</b>

**PL 55143 – Systems Reductions M&E**

- TSD will make reductions through efficiencies in areas of travel, conferences, supplies, newspaper ads, cell phone use, postage, and contracting.
- This amount represents the 5% budget reduction per 17-7-140 that is above the amount removed from the base FY10 expenditure level.
- This decision package reduces the general fund base budget by \$56,924 over the biennium.
- LFD Budget Analysis page B-140

<b>Fiscal Year</b>	<b>General Fund</b>	<b>State Special</b>	<b>Federal Funds</b>	<b>Total Request</b>
FY 2012	<b>\$-28,462</b>	<b>\$</b>	<b>\$</b>	<b>\$-28,462</b>
FY2013	<b>\$-28,462</b>	<b>\$</b>	<b>\$</b>	<b>\$-28,462</b>
Biennium Total	<b>\$-56,924</b>	<b>\$</b>	<b>\$</b>	<b>\$-56,924</b>

**PL 90004 – Systems M&E Contract Increases**

- Requests funds for anticipated contractual cost increases for the maintenance and enhancement of the large data systems currently supported under the Information Technology Facilities Management, Child and Adult Protective Services, and Systems for the Enforcement and Recovery of Child Support contracts.
- This decision package increases the general fund base budget by \$2,401,450 over the biennium.
- LFD Budget Analysis page B-140

<b>Fiscal Year</b>	<b>General Fund</b>	<b>State Special</b>	<b>Federal Funds</b>	<b>Total Request</b>
FY 2012	<b>\$97,936</b>	<b>\$167,676</b>	<b>\$933,363</b>	<b>\$1,198,975</b>
FY2013	<b>\$99,686</b>	<b>\$167,676</b>	<b>\$935,113</b>	<b>\$1,202,475</b>
Biennium Total	<b>\$197,622</b>	<b>\$335,352</b>	<b>\$1,868,476</b>	<b>\$2,401,450</b>

**PL 90007 – TANF/SNAP Systems M&E**

- Requests funds for anticipated contractual costs for the maintenance and enhancement of the TANF and SNAP eligibility determination and benefits payment systems.
- This decision package increases the general fund base budget by \$642,288 in the second year of the biennium.
- LFD Budget Analysis page B-140

<b>Fiscal Year</b>	<b>General Fund</b>	<b>State Special</b>	<b>Federal Funds</b>	<b>Total Request</b>
FY 2012	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
FY2013	<b>\$310,716</b>	<b>\$0</b>	<b>\$331,572</b>	<b>\$642,288</b>
Biennium Total	<b>\$310,716</b>	<b>\$0</b>	<b>\$331,572</b>	<b>\$642,288</b>

**LEGISLATION**

The Division has no pending or requested legislation